

Job Description: Central Services Administrator

South West Advocacy Network (SWAN) supports and empowers people to have a voice, by ensuring access to quality, independent advocacy. We believe that everyone has the right to be heard & respected, the right to choice in decisions about themselves and the right to be safe.

Role Overview: The Central Services Administrator will work at the heart of the organisation supporting members of the Senior Leadership Group (SLG) by ensuring that key procedures are both completed and appropriately recorded, and that all records are shared as required with the responsible manager. The post will work across finance, operations, training and HR

Reporting to: The post will report to the Finance and HR Officer

Direct reports: There are no direct reports at this point in time.

Duties and responsibilities.

Finance:

- Supporting with the preparation spot purchase invoices and subsequent follow up as needed
- Managing travel arrangements for members of SLG and SWAN staff as needed (train/ferry tickets, hotels etc)

Operations:

- Maintaining and reporting on key organisational activity registers (logs) in relation to:
 - Safeguarding
 - Complaints
 - Gifts
 - Subject Access Requests (including administration)
 - Fundraising Suppression Requests
 - GDPR Breaches
 - Accident and Incident forms
- Data inputting from the client case management system to the quarterly commissioning reports as required by each service contract
- Supporting Service Managers with data reporting as requested
- Proof reading of documents and reports ensuring accuracy and compliance with branding guidelines.
- Preparing monthly SLG standing item agenda's from the SLG Reporting Schedule
- Processing and monitoring of Out of Area referrals on behalf of the commissioning local authority
- Providing administrative support to tender bids if and when required

- Supporting the Quality Performance Mark accreditations as required
- Supporting with the preparation of Board meetings including travel arrangements, refreshments, room prep and printing of board papers

Training:

- Maintaining the mandatory training schedule for all employees and volunteers, ensuring compliance with induction requirements and ongoing refresher training.
- Ensuring CPD/training records on Breathe HR are updated for all employees and volunteers.

HR:

- Recruitment administration from advert to induction, for both employees and volunteers, working directly with the recruiting Manager or Director, ensuring timely communication and action at all times.
- Manage the internal DBS system including 3 yearly renewals
- Providing administrative support for all HR procedures i.e. Performance Development Reviews, Grievance and Disciplinary proceedings
- Oversight of emergency contact details on Breathe HR, ensuring full compliance form all employees and volunteers
- Oversight of sickness absence and return to work sickness forms
- Upload policies, procedures and forms as Company Documents on Breathe HR

IT & Estates

- Support with IT and Estates duties in the absence of the IT and Estates Manager. This may include basic user support, logging or escalating issues and issuing equipment.

This list is not exhaustive and there may be other duties requested of you to support the running of the organisation

Skills/Experience:

- Knowledge and good working practices in relation to IT systems, electronic data, email and client case management systems (or similar)
- Fully confident with using Microsoft office
- Efficient and organised, able to commit to busy and sometimes conflicting reporting schedules
- An eye to detail and accuracy
- Able to maintain confidentiality and be discreet in dealing with all employee and volunteer information
- Able to develop effective systems of work to ensure compliance with all organisational requirements, including legal requirements if appropriate
- Able to manage and prioritise workloads and competing requests for support

General Information:

SWAN employees must at all times carry out their responsibilities with due regard to SWANs policies and procedures in particular; Health & Safety, Financial Authorisation, Confidentiality, General Data Protection Regulations 2018 and all other relevant regulations.

Equality, diversity and inclusion are core to our values. In the selection of our employees, we are committed to equality with regards to protected characteristics: age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation. We welcome applications from disabled people. Employees must ensure a positive commitment towards equality by treating others fairly and not committing any form of direct or indirect discrimination, victimisation or harassment of any description and promote positive working relations amongst employees, suppliers and clients.

The above Job Description is not intended to be exhaustive; the duties and responsibilities may therefore vary over time according to the changing needs of the organisation.

Job Description Agreement			
Employee's Signature:		Date:	
Line Manager's Signature:		Date:	



South West Advocacy Network

Registered Charity No: 1125679

Company Registration No: 6599429